

# Customer Service Practitioner with Sales Certificate

Level 2 - Apprenticeship Standard and a BTEC Level 2 Certificate in the Principles of Sales

Great customer service and sales is one of the most valuable skills you can acquire for any business.

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## Who is this qualification for?

The ideal candidate for a Customer Service Practitioner with Sales Certificate Apprenticeship is someone who is in a position to deliver products and services to their organisation's customers and is working in a customer centric and sales environment. They will have responsibility for delivering service to customers at the workplace, digitally or in the customer's own location. This will range from one-off to routine contacts and include some of the following elements of customer service and sales:

- Guidance and support
- Understanding the sales environment
- Payments
- Customer satisfaction
- Gaining insight through measuring
- Sales techniques and processes
- Fixing problems and dealing with orders
- Understanding business awareness

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## The Journey

There are three key stages to the delivery of the Apprenticeship:

- Gateway
- On Programme
- End Point Assessment (EPA)



## Gateway

The Gateway is the opportunity for the provider and the employer to agree whether the Apprentice is ready to take their EPA. Considerations for this are:

- Has the Apprentice been on programme for a minimum of 12 months?
- Has the Apprentice completed their Level 2 English and Maths qualifications?
- Has the Apprentice been assessed against all of the knowledge, skills and behaviours?
- Has the Apprentice had the opportunity to take mock tests and practice interviews?

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### On Programme

This is the substantive part of the Apprenticeship and includes both on-the-job and off-the-job training and assessment. During this stage the learner will develop skills, knowledge and behaviours, as outlined in the two-part Standard. One of the key features of the Standard Apprenticeship is flexibility. Providers and employers now have more choice in how they deliver the on-programme component of the Apprenticeship. A blend of resources and employer/provider designed materials are used to deliver bespoke Apprenticeship programmes that meet the needs of employers and learners.

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### Study Mode

Our provision is delivered through a mixture of face-to-face visits, e-learning and live or recorded webinars. Learners have 24/7 access to course materials and resources. This minimises travel, hiring of venues and time out of the office.

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### Entry Requirements

Apprentices will be required to have or achieve Level 1 English and Maths and to have taken Level 2 English and Maths tests prior to completion of their Apprenticeship. Learners must be in a job role relevant to the Apprenticeship.

### End Point Assessment

The EPA for the Customer Service Practitioner with Sales Certificate Apprenticeship will include:

- Apprenticeship showcase portfolio
- Practical observation
- Practical discussion
- Assessment of portfolio of evidence

The EPA is carried out by an independent Apprentice Assessment Organisation (AAO). Riverside Training will advise and engage with a suitable AAO on behalf of the learner and employer.

### Link to Professional Registration

Completion of this Apprenticeship will lead to eligibility to join the Institute of Customer Service as an individual member at professional level.



#### Duration

Typically this apprenticeship will take 12 - 18 Months



#### Funding Cap

£4,000

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our courses call us on  
**01432 359 244**

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